

The Analysis of Problems Causing the Inhibitors of Deaf's Work in the Company

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Abstract: The purpose of this study is to find out the description of problems causing the inhibitors of deaf's work. This research uses the qualitative approach with descriptive method. The technique of collecting data in this research is through interview, observation and documentation study. Data analysis techniques used are through data reduction, data presentation or display data and conclusion (conclusion) and verification. From the results of the study, researcher found that there are problems for deaf in work, especially in the company due to some things that have not matured, such as the competence of the deaf, adaptation of corporate environments that are still difficult for the deaf, the inability of the company to provide services for deaf employees, and mental preparation for the deaf that is still not done in school. The conclusion of this study is, there are still many problems causing the inhibitors of deaf's work in the company.

Keywords: deaf, the factor inhibiting of work, a company

INTRODUCTION

Law Number 8 of 2016, article 1 paragraph (1) concerning Persons with Disabilities stipulates that what is meant by, "Persons with disabilities are anyone who experiences long-term physical, intellectual, mental, and/or sensory limitations in interacting with the environment may experience barriers and difficulties to participate fully and effectively with other citizens on the basis of equal rights."

Furthermore, in the Law of the Republic of Indonesia Number 8 of 2016, article 11 on the Rights of Persons with Disabilities, stating that every person with the disability has equal rights and opportunities in employment, entrepreneurship, and cooperative.

Employment opportunities for workers with disabilities are recognized in Government Regulation Number 43 of 1998 concerning Efforts to Improve the Social Welfare of Persons with Disabilities in Article 28 stipulates that; "Employers must employ at least 1 (one) person with disabilities who meet the job requirements and job qualifications of his company for every 100 (one hundred) workers in his company."

Although the Government has also adopted Law No. 8 of 2016 on Persons with Disabilities particularly in Article 45 which provides that; "The Government and the Regional Government shall ensure the process of recruitment, acceptance, job training, work placement, work sustainability and fair career engagement and without the discrimination of persons with disabilities." However, due to the lack of awareness of companies in Indonesia in providing opportunities for persons with disabilities, the rules are merely written rules and

few companies provide opportunities for people with disabilities to work and demonstrate their abilities.

The case of the existence of discrimination at work occurred in Bandung, according to data from PPID Bandung in 2016, there are 1977 companies. However, based on data obtained from the Office of Manpower Bandung that from 1977 company contained in the city of Bandung, only 5 companies are awarded from Mayor of Bandung for having employed disability in the company Kusumastuti (2016).

The five companies that have been awarded for employing disability include PT Trans Retail Indonesia-Bandung (12 persons with disabilities), Daarut Tauhid Foundation (4 persons with disabilities), Bandung Institute of Higher Education / National Hotel Institute (2 persons with disabilities), PT Fast Food Indonesia / KFC (1 person with disabilities) and Hotel Human Resources Management Association as users.

Step from the Mayor of Bandung, Mr. Ridwan Kamil by giving appreciation should get appreciation. Step Ridwan Kamil is an effort of the Government in fulfillment of existing laws. However, if we compare the firms employing disability with those who do not, are 5: 1977 or when presented only about 0.25% of firms in Bandung who employ disabilities.

However, if we compare the company who employing disability with those not employing disabilities is 5: 1977 or if presented only about 0.25% of the company in Bandung who employ disability. This is in line with the survey results of Indonesian Disabled Persons, which was launched by the Tribunnews site, the ratio of persons with disabilities employed in

Indonesia just under 0.5 percent, from 463 new two-level regions only five regions already exist about people who like disability every 100 employees of the company. This suggests that there is a gap in terms of employment opportunities gained by persons with disabilities, especially in the deaf.

This fact is in line with research conducted by Angela (2014) in Romania, from Angela (2014) research, we can see that in Romania, the percentage of disability that works is still low at 12.7%. In addition, the number of unemployed persons with disabilities more than non-disabilities.

Not only Angela, the results of studies conducted by Blazquez & Malo (2005) in Malaysia also found that people with disabilities compete with non-disabled in the work which can affect the quality of work according to the competence of people with disability.

The study of students' disability skills in Malaysia found that they are still lacking in the workforce compared to ordinary students (Guenther *et al.*, 2008). Although the law in Malaysia has a number of advantages and opportunities for persons with disabilities to gain access to the labor market, there is still discrimination and the company lacks information about their disability so that it affects their recruitment as employees. As a result, these workers with disabilities, although completing their education at the middle and upper levels, are still unable to obtain employment (Guenther *et al.*, 2008; Suruhanjaya, 2006).

This is different from what happened in Malaysia. Based on the results of (Guenther *et al.*, 2008) before work, disability youth acquire job skills through technical education and training systems managed by the government and as required by the company. Such preparations and cooperation have had an impact on disability workers in Malaysia. So that disability in Malaysia can have good performance in the company.

The lack of deaf who work in Indonesia, especially in the city of Bandung is difficult to work in the company, making researchers want to know and analyze problems causing the inhibitors of deaf's work in the company.

Development of Career Disability

The State guarantees the persons with disabilities in Law no. 4 of 1997 on Persons with Disabilities and regulations for its implementation, namely Government Regulation no. 43 of 1998 (on Efforts to Improve the Social Welfare of Persons with Disabilities). Law No. 4 of 1997 stipulates that persons with disabilities are part of the Indonesian people who also have equal positions, rights, obligations, and roles.

Article 6 states that every person with disabilities is entitled to (1) education in all units, lines, types, and

levels of education; (2) decent work and livelihood according to the type and degree of disability, education, and ability; (3) equal treatment to participate in development and enjoy the results; (4) accessibility in the context of its independence; (5) rehabilitation, social assistance, and maintenance of social welfare; and (6) equal rights to cultivate their talents, abilities, and social life, especially for children with disabilities in the family and community environment.

The application of this article is reinforced by Circular Letter of the Minister of Manpower and Transmigration No.: 01.KP.01.15.2002 on the Placement of Disabled Persons in the Company. In addition, Law no. 13 of 2003 on Manpower which adheres to the principle of non-discrimination (Chapter III, articles 5 and 6). The Government provides training for disabled workers in article 19 and provides protection in article 67, for example, arbitrary termination of employment in article 153 (ILO & World Bank, 2012).

Nevertheless the reality faced is not as stipulated in the Law and Circular Letter, there are critics such as the government through the Ministry of Social Affairs and the Ministry of Manpower has various job training programs such as Loka Bina Karya (LBK) but the coverage of this facility is very small, not more than 150 people per institution year and training results are not accompanied by job placement (Irwanto *et al.*, 2010).

Based on the results of data collection / survey of disabled persons in 9 provinces of Jambi, Bengkulu, Bali, West Nusa Tenggara, East Nusa Tenggara, West Kalimantan, South Sulawesi, Gorontalo and West Java, 299,203 people and 10.5% (31,327 people) is a person with severe disabilities who experience obstacles in daily activities (activity daily living / ADL). The number of the handicapped male is more than female equal to 57,96%. The highest number of people with disabilities is in West Java Province (50.90%) and the lowest is in Gorontalo Province (1.65%).

From the age group, the age of 18-60 years occupies the highest position. The most common disabilities were leg defects (21.86%), mental retardation (15.41%) and speech (13.08%). Approximately 67.33% of adults with disabilities have no skills and work. The main types of skills for disabled people are massage, carpentry, farmers, labor and services Blázquez & Malo (2005). In the report of Kusumastuti (2016) stated that according to Susenas 2000, 17% of people with disabilities work in agriculture, 18.6% in industry, 23.9% in general trading, and 13% in other sectors.

The survey results based on ICF (International Classification of Functioning, Disability, and Health developed by the WHO) in 14 provinces shows that most persons with disabilities do not work (Marjuki,

2010).

Children with special needs are entitled to education and skills training in accordance with the ability and talents. But in reality, there are still very few special training courses for children with special needs. Training needs of children with special needs need to be designed according to the needs and the level of ability of each type or specificity of the child. Therefore, it is necessary to understand and able to provide training for the child, such as the team of doctors as well as medical personnel, psychologist, and companion of children with special needs. Skill giving is also a big part of the education curriculum.

METHOD

This research uses a descriptive method. Descriptive method is used to examine problems that take place now by describing the systematic facts and characteristics of the object or subject studied, in this study to get a picture of the problems causing the inhibitors of deaf's work in the company.

In this study, researchers used a qualitative approach. The researcher as an instrument can be directly related to the data source to make observations while participating, in order to produce more and more detailed data. In this research, the researcher tries to explore about problems causing the inhibitors of deaf's work in the company.

This research was conducted at SLB B Cicendo and Fast Food Company KFC Bandung. The data collected is about the efforts of the school in facilitating the deaf to work in the company and the process of recruitment and training hearing in the company. The collected data can be personal documents, field notes, remarks, and respondent actions and documentation.

The data collection technique is done by 1) observation, that is the researcher conducting the observation activity in the school about the student activity that supports in the debriefing of competence in working in company, the implementation of recruitment of deaf disability employee by company, 2) Documentation, covering report or various article from magazine or journals related to the research topic. The documents are used to get the data. 3) Interviews, conducted with the Headmaster of SLB, skill teachers at SLB as well as corporate leaders / HRD departments.

The data that can be in the form of interview result with Headmaster of SLB, skill teacher at SLB and head of company/part HRD Company. In this study, the analysis used is a qualitative descriptive analysis that displays data from observations, interviews, documents, or archives in the form of a written description (description) that describes the object of research in the field.

Inspection and validity are performed in several ways, namely 1) Perseverance Observers, conducted throughout the field observation process with the intention to obtain extensive and in-depth data in accordance with the research focus, 2) Triangulation, by comparing data between the results of interviews with observation and documentation. 3) Negative Case Analysis, in this research, the researcher finds case still less maximal giving skill competence from school to student, and the company has not trust in the ability of disability.

FINDINGS AND DISCUSSION

Findings

From the research that has been done, it can be presented several findings, as follows: 1) The school provides some skills such as salon skills, workshops etc. that can increase the competence and skill skills of students to stock work in accordance with the school curriculum. 2) The school has cooperation to implement an internship program with the special company for students of SMALB grade XI. 3) Apprenticeship cooperation is still one party, meaning only limited to the school, the role of the company is limited to the recipients of students who will intern. In addition, the absence of further cooperation in the distribution of work between companies and schools, thus making schools to orient students to entrepreneurship. The decision for the orientation is not based on the interest of the students, but the decision of the school. 4) The company is very open to persons with disabilities, especially the deaf in working in the company in accordance with the qualifications that have been determined. 5). The company regretted that many people with deaf need a long adaptation with the company because the competencies required by the company are less in line with the skill competencies of disabled persons with hearing impairment. 6). Deaf who work in the company was only able to survive approximately 2-3 months. 7). The company does not fire the disabled person with the disability, but the deaf people who resigned from the company. 8). The withdrawal of persons with disabilities is due to the disability of persons with disabilities in keeping with the company's demands. 9) The Company still considers the performance and productivity of deaf people to be very different and less when compared to other non-disability employees. 10) The Company is not able to facilitate the deaf people, demanding that deaf people be equal to non-disability employees (no compensation for disability).

Discussion

From the results of research, we can know

our company is not able to meet and facilitate the deaf, so deaf with all its limitations do not work in this company anymore. This is different from what happened in neighboring Indonesia, Malaysia. Based on the results of (Guenther *et al.*, 2008) before work, the disabled youth obtained technical vocational and training work that was administered by the government and as required by the company. In addition, (Guenther *et al.*, 2008) cite similar agreements and cooperation that affect the disability workers in Malaysia. Can disabilities in Indonesia have a good performance in the company?

Talking about the cooperation between the school and the company, based on Guimaraes *et al.* (2015) research results in Pernambuco City, Brazil, there is a program of cooperation between companies and schools in preparing for disability, called "Workplace Adaptation", such programs as apprenticeship programs that exist in Indonesia. In Pernambuco, Brazil, in the Workplace Adaptation program, there is a pre-assessment of employment in companies with disability capabilities, so that the work to be undertaken by disability is tailored to its ability. Thus, disability is not burdened by corporate demands.

If we analyze more deeply, the problems that become inhibitors of the deaf in working at the company due to the incompatibility between the needs of the company with what is prepared so far by the school to equip their students to work in the company.

In addition, the company still does not have full awareness in facilitating deaf disability needs. This is not in line with that of UNCRPD Article 2, which states that "To improve the productivity and comfort of the work environment, good communication and friendly relationships are essential. Remember that the intended communication includes "language, text display, braille, embossed communications, print large size, accessible and written multimedia, audio, simple language, human readers and forms, additional and alternative communication tools and formats other, including accessible information and communication technology".

In line with that disclosed Irwanto *et al.* (2010) namely "Raising awareness of managers and employees before the process of recruitment of persons with disabilities will be very useful. At this stage, you will find some suggestions for the integration of deaf people among employees to work well."

From the results of the study it has been found that some problems related to inhibition of hearing impairment of work have been found, and the cause of the problem arises have been found, as follows: (1) There is a lack of conformity between the needs of the company with what is prepared so far by the

school to equip their students to work in the company. (2) The company still does not have full awareness in facilitating deaf disability needs. The cause of the problem must be resolved and found the solution, for it needed further research from the research that has been done by the researcher.

CONCLUSION

Based on the exposure of the research results it can be concluded as follows: (1) There are some problems that inhibit the work of the deaf in the company; (2) Problems in schools such as lack of readiness of schools in providing various briefings both in the form of competence and mental in the deaf; (3) While the problem in the company more to the lack of trust from the company against the deaf; (4) After analyzed, found that there is no match between the needs of the company with what is prepared so far by schools to equip their students to work in the company also still lack full awareness in facilitating the needs of deaf.

The suggestions that can be given in this research is that the problems can be solved and given the solution. Solutions that can be given can be further research on what efforts can be done to overcome the problem.

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